

Core Measures for Sexual Assault Hotline programs

Note: The term callers is interchangeable with: victim; secondary victim; co-victim; and victim proxy (i.e. parent or guardian).

Output Measures: for any/one goal (all are required – must be entered by applicant as system will not self populate)

- 1 # of local calls answered.
- 2 # of toll-free calls and RAINN calls answered.
- 3 # of calls received by area code and prefix for local line, toll-free line, and RAINN line.
- 4 Average # of minutes per call.
- 5 # of calls under 3 minutes.
- 6 # of calls 3-10 minutes.
- 7 # of calls 11-20 minutes.
- 8 # of calls over 20 minutes.
- 9 # of referrals given to callers
- 10 # of callers referred to crisis teams.
- 11 # of callers referred to in-house counseling and/or case management/advocacy services
- 12 # of callers provided crisis intervention for sexual assault or sexual abuse
- 13 # of callers provided crisis intervention for *other* than sexual assault or abuse
- 14 # of callers provided information and referral only
- 15 # of callers designated “prank”
- 16 # of callers designated “other”

You may optionally provide any additional outputs of your own choosing.

Goal 1: Healing (all are required)

- 1
- 2
- 3
- 4

You may optionally provide any additional outcomes of your own choosing.

Goal 2: Economic Restabilization

No core outcome measures were identified. Identify at least one related outcome.

Goal 3: Justice

No core outcome measures were identified. Identify at least one related outcome.

Goal 4: Safety

No core outcome measures were identified. Identify at least one related outcome.

Quality Measures

No core quality measures were identified. Identify at least one related quality measure.